

Garantie — Privacy Policy & Support

Effective date: September 1, 2026

App: Garantie (iOS & Android)

Bundle ID: ch.garantie.app

Provider: Garantie-App AG

Support

Thank you for using Garantie. Garantie helps you keep track of your product warranties and guarantees, store receipts and manuals, save loyalty and membership cards, and get reminders before a warranty expires. If you need help with your account, adding or editing an item, scanning a receipt, notifications, your subscription, or anything else in the App, please contact us using the information below. We aim to respond as soon as reasonably possible.

Contact information

Email: christen.pascal@gmail.com

Phone: +41 79 231 7887

What to include in your message

- The email address or sign-in method (Email, Google, Apple, or Facebook) used for your account
- Your first and last name as shown in the App, if relevant
- Device type (iPhone / Android) and OS version
- App version (shown on the About screen in Settings)
- A clear description of the issue and the steps that led to it
- Screenshots if helpful (please avoid sharing sensitive personal details you do not want stored in email)

Common topics we can help with

- Signing in, signing up, or resetting your password
- Adding, editing, archiving, or deleting a warranty item
- Scanning or importing receipts, manuals, and other documents
- Automatic receipt reading not returning the expected details
- Saving cards or recording tax-return receipts
- Warranty and product reminder notifications
- Transferring an item to a new owner
- Premium subscription, restoring purchases, and billing questions
- Account, profile, or data deletion requests (see Privacy Policy below)

Garantie is a personal organisation tool for your own warranties, receipts, and documents. It is not an insurer, a retailer, a repair service, or a legal advisor, and it does not extend, guarantee, or enforce any

manufacturer or seller warranty. Warranty periods shown in the App are based on the information you or an automated scan enter and may not reflect your actual legal rights.

Privacy Policy

This Privacy Policy explains how Garantie-App AG (“we”, “us”, or “the App”) collects, uses, stores, and shares information when you use the Garantie mobile application. By creating an account or using the App, you agree to this Privacy Policy.

1. Who we are

Garantie is provided by Garantie-App AG. The App helps you record purchased products, warranty and guarantee end dates, receipts, manuals, serial numbers, prices, stores, loyalty or membership cards, and tax-return receipts, and it reminds you before a warranty runs out. For privacy or support questions, contact us at christen.pascal@gmail.com or +41 79 231 7887.

2. Information we collect

We collect information you provide directly, information created when you use the App, and a limited amount of technical information needed to run the App.

2.1 Account information

- Email address
- Password (stored securely by our authentication provider; we do not see or store your plain-text password)
- First name and last name
- Profile photo, if you choose to add one
- Sign-in identifiers from Google, Apple, or Facebook if you use one of those options to sign in
- Account creation date and your preferred currency

2.2 Warranty, document, and card content

- Product name, store or platform, purchase date, warranty/guarantee expiry date, price and currency, serial or model number, and free-text notes or comments
- Images and PDF files you add or scan, including product photos, receipts, manuals, and additional attachments
- Reminder settings you configure for a product or a warranty (date, time, and repeat interval)
- Favourite and archive flags you set on items
- Cards you save, including the card name, front and back images, and notes
- Tax-return receipts you save, including category, receipt image, filing date, total amount, and notes
- Basic statistics about your use of core features (for example that an item was created, or that an item was transferred to a new owner)

2.3 Transfers to other people

If you transfer an item to a new owner or share an item, the details of that item (including any attached images and files) are made available to the recipient you choose. Do not include information in an item that you are not willing to share when you transfer it.

2.4 Device and technical information

- Your device time zone, used to schedule warranty and product reminders on your device at the correct local time
- Notification permission status, so the App knows whether it may show reminders
- Basic technical information needed to run the App, such as network connectivity status
- Crash and diagnostic reports (for example error messages, device model, and operating system version) collected through Firebase Crashlytics to help us fix problems and improve stability
- App settings stored locally on your device, such as language, theme, and reminder snooze preferences

2.5 Information we do not collect

- Bank account numbers, credit or debit card numbers, or other payment card details — all subscription payments are processed by the Apple App Store or Google Play, not by us
- Precise or background location
- Your device contacts list
- Advertising identifiers for third-party advertising (the App does not show third-party ads)

3. How we use your information

We use your information to:

- Create and manage your account and keep you signed in
- Store and sync your warranty items, documents, cards, and tax-return receipts across your devices
- Automatically read receipts and tax-return receipts you choose to scan, so we can pre-fill fields such as product name, store, date, price, serial number, and warranty duration
- Schedule and show reminders before a warranty expires or when you ask to be reminded about a product
- Enable transferring an item to a new owner when you choose to do so
- Send a warranty-extension request email on your behalf when you use that feature
- Provide and manage the optional Premium subscription and restore previous purchases
- Maintain security, prevent abuse, diagnose crashes, and troubleshoot issues
- Respond to your support requests
- Comply with legal obligations where required

4. How we share information

We do not sell your personal information. We share information only as needed to operate the App:

- **With other users you choose:** when you transfer or share an item, the recipient you select receives that item's details and attachments.
- **With service providers that power the App:** Google Firebase (authentication, cloud database, file storage, and crash reporting); Google, Apple, and Meta (Facebook) for the sign-in method you

choose; RevenueCat and the Apple App Store or Google Play for subscription management and billing; OpenAI for automated reading of receipts and tax-return receipts you scan; and EmailJS for sending warranty-extension request emails. These providers process data on our behalf or under their own terms and privacy policies.

- **Automated document reading:** when you scan a receipt or a tax-return receipt, the file (or a link to it) and the extracted text are sent to OpenAI for analysis and returned to the App. Only submit documents you are comfortable processing this way.
- **When required by law:** to comply with a legal obligation or valid legal process, or to protect the rights, safety, and security of users, the public, or Garantie-App AG.

5. Data storage and security

Your account and app data are stored using cloud services provided by Google Firebase. We rely on industry-standard protections such as encrypted connections (HTTPS/TLS) and access controls. No method of transmission or storage is 100% secure; please use a strong, unique password, keep your sign-in details private, and lock your device.

6. Data retention

We retain your account and related content (warranty items, documents, cards, tax-return receipts, and reminders) for as long as your account is active and as needed to provide the App. If you delete your account, we will delete or anonymise the personal data associated with it within a reasonable period, except where we must retain certain information for legal, security, or dispute-resolution reasons. Crash and diagnostic reports are retained on a rolling basis by our crash-reporting provider. Locally stored settings remain on your device until you delete the App or clear its data.

7. Your choices and rights

Depending on where you live, you may have rights to:

- Access the personal information we hold about you
- Correct inaccurate or incomplete information
- Request deletion of your account and associated personal data
- Object to or restrict certain processing, and withdraw consent where processing is based on consent (for example, by turning reminders off in your device settings)
- Receive a copy of certain information you provided to us

You can edit your profile and delete individual items directly in the App, and you can delete your entire account from the Settings screen. To make any other request, email christen.pascal@gmail.com with the subject line "Privacy Request" and include the email address on your Garantie account. We may need to verify your identity before acting on a request.

8. Children's privacy

Garantie is not directed to children under 16 (or the minimum age required in your country). We do not knowingly collect personal information from children. If you believe a child has provided us personal information, contact us and we will take appropriate steps to delete it.

9. International users

Your information may be processed and stored in countries where we and our service providers operate, including within the European Union, Switzerland, and the United States. These countries may have data-protection laws that differ from those in your country. By using the App, you understand that your information may be transferred to those locations.

10. Third-party services

The App relies on third-party services to function, including Google Firebase (authentication, database, file storage, crash reporting), Google, Apple, and Meta sign-in, RevenueCat and the app stores for subscriptions, OpenAI for automated document reading, and EmailJS for outgoing warranty-extension emails. Their handling of data is governed by their own privacy documentation in addition to this policy.

11. Changes to this policy

We may update this Privacy Policy from time to time. We will revise the effective date at the top of this document and, where appropriate, notify you in the App. Continued use of the App after changes take effect means you accept the updated policy.

12. Contact

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